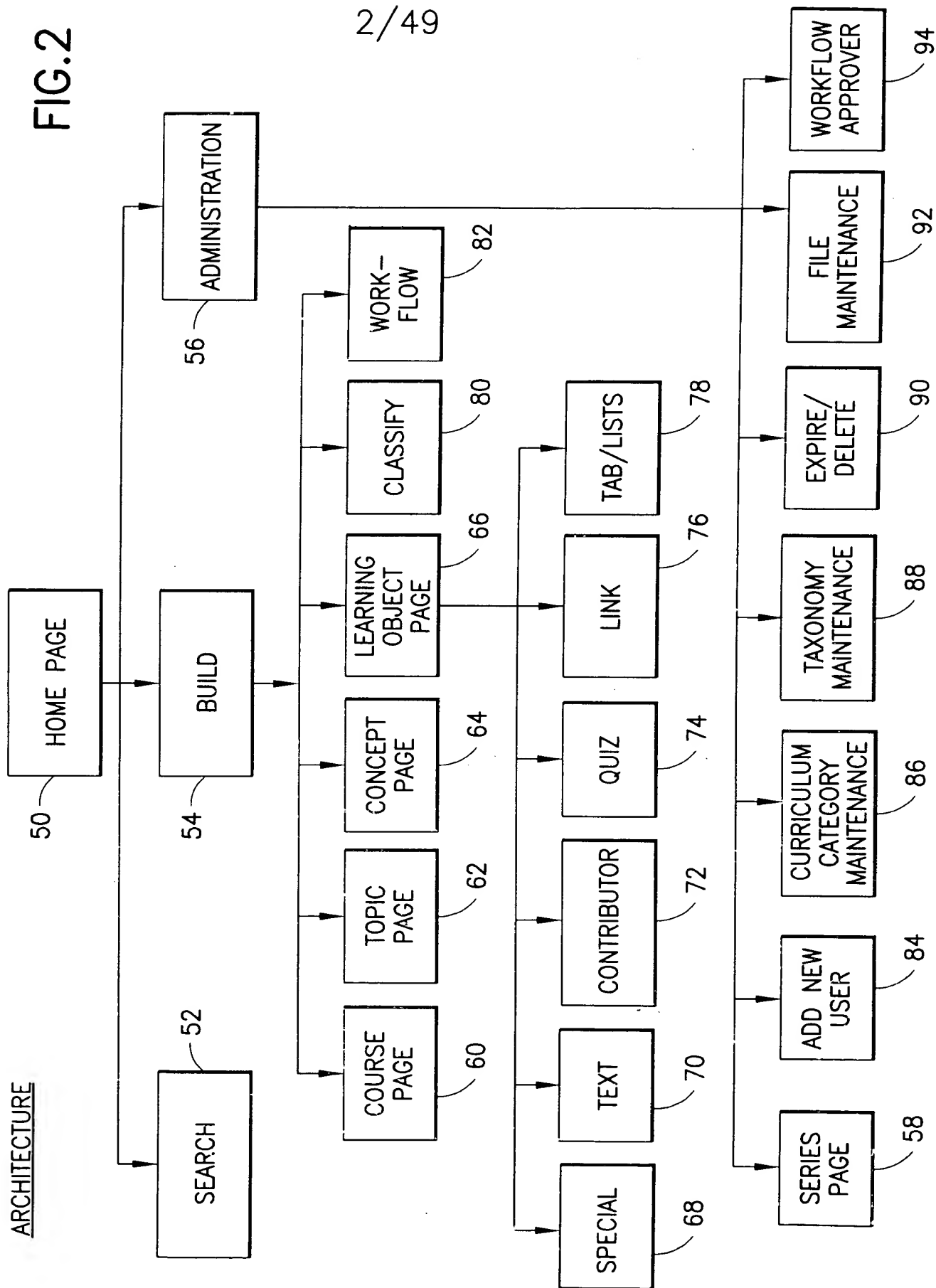


FIG.1

ARCHITECTURE

FIG. 2

2/49



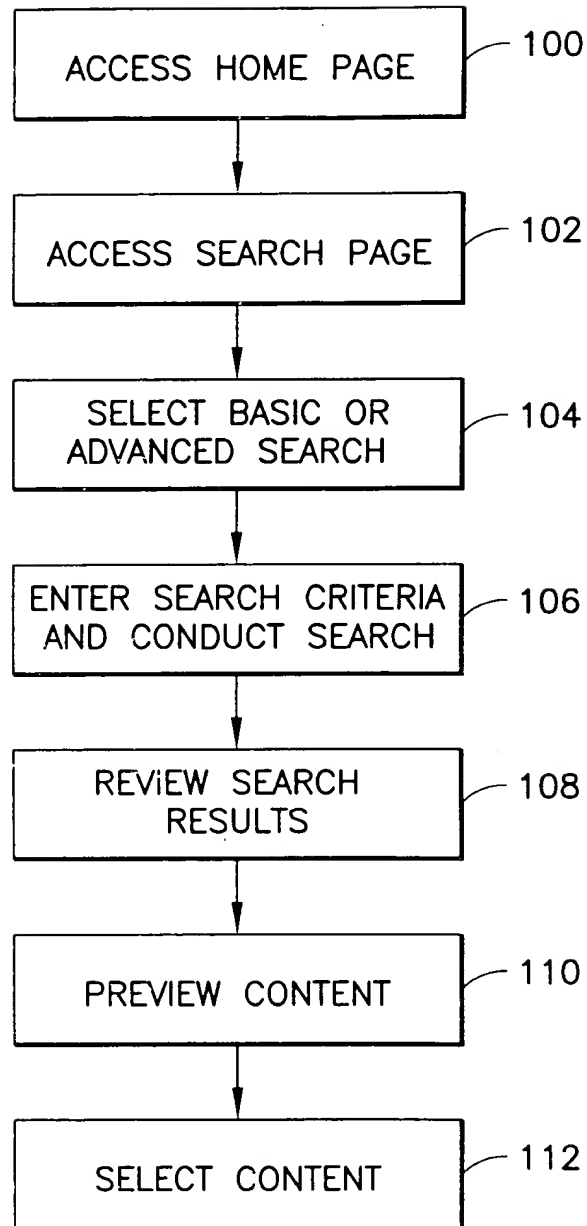


FIG.3

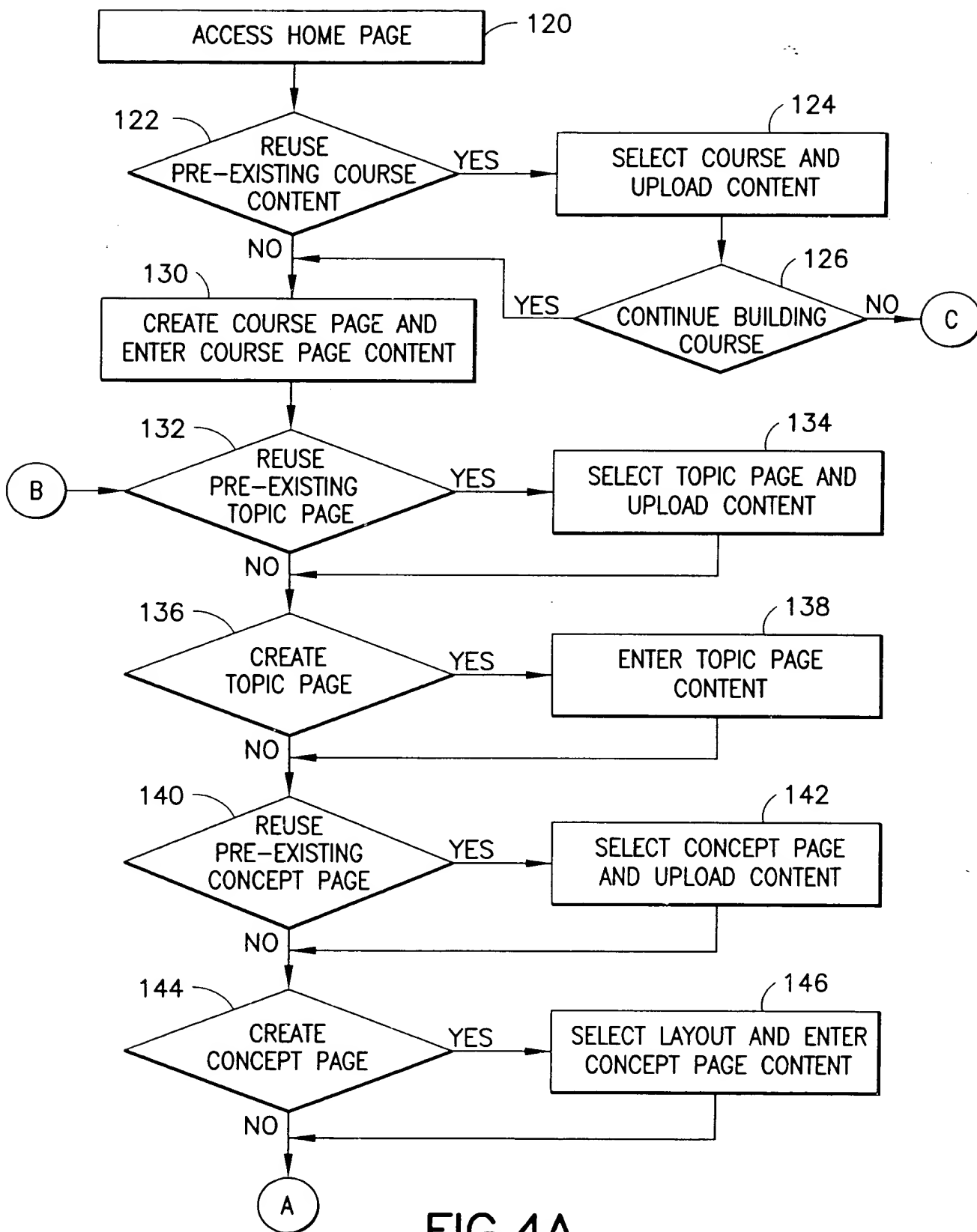


FIG. 4A

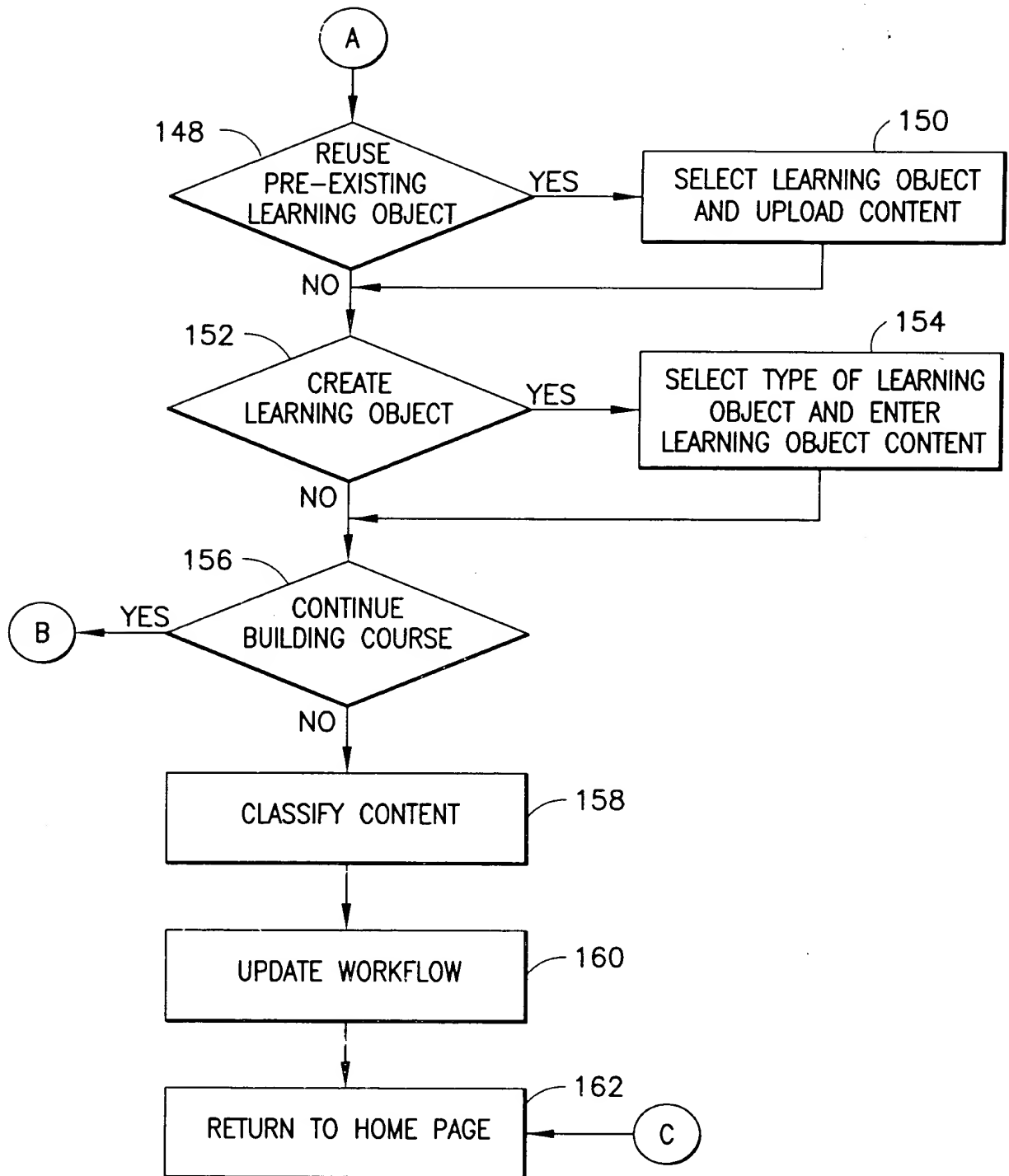


FIG.4B

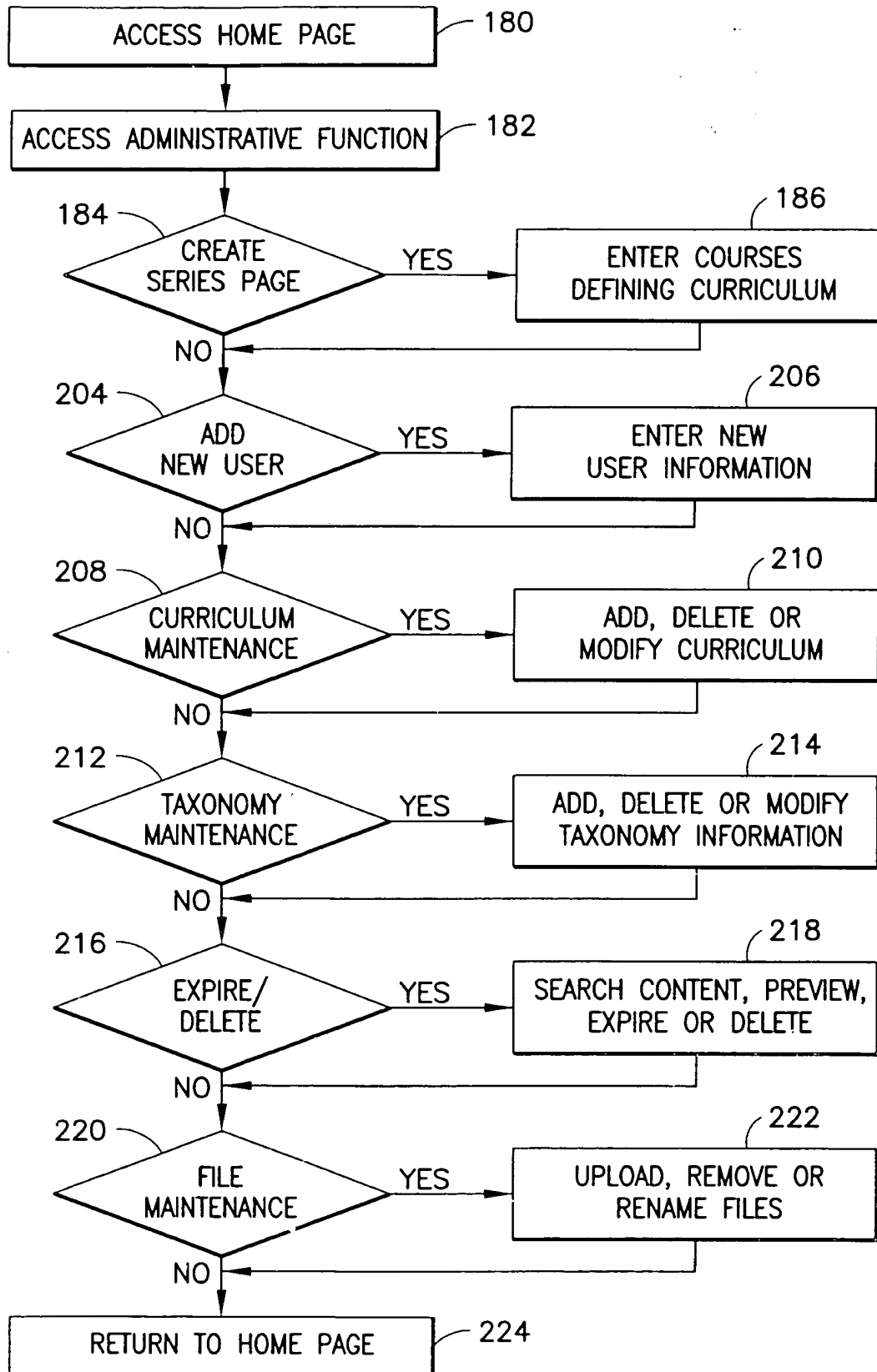


FIG.5

519 520 500

Learning Network Content Management System— Microsoft Internet Explorer

Learning Network Content Management System

Home Search Log Out

Users Curriculum Taxonomy Search/Expire Files

850 Name: Marc Faulk 854 856 858

Role: Author 852

Curriculum: FA

Business Unit: USPC

Create New Content 526 502 504 508 514 506 510 516 518









































































































































































































































































































































































































































Title	Type	Modified	Workflow	Create By	Modified By	Maintenance	Included In	Comments
Holland Test Course	Course	7/26/01	Development	Christophor Holland	Christophor Holland	1/14/02	View	Comments
7-26 check	Course	7/26/01	Development	Elizabeth Moriarty	Elizabeth Moriarty	1/22/02	View	Comments
Designation and Titles	Course	7/26/01	Development	Lauren Cottrell	Christophor Holland	1/22/02	View	Comments
Reading Room	Course	7/26/01	Development	Lauren Cottrell	Lauren Cottrell	1/19/02	View	Comments

FIG. 6A

FIG. 6A

FIG. 6B

FIG. 6

<u>DELETE Service Conversations</u> 	Course	7/25/01	Development	ROSANNA NINNES	ROSANNA NINNES	1/21/02	<u>View</u>	<u>Comments</u>
<u>DELETE Service Conversations</u> 	Course	7/25/01	Development	ROSANNA NINNES	ROSANNA NINNES	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Development	Marc Faulk	Marc Faulk	10/28/01	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Producer QA	KAREN A MINEO	KAREN A MNEO	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Producer QA	REBECCA ADE	REBECCA ADE	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Producer QA	KAREN G VANHOY	KAREN G VANHOY	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement Plans</u> 	Course	7/25/01	Development	SUSAN ROGERS	SUSAN ROGERS	1/21/02	<u>View</u>	<u>Comments</u>
<div></div>								
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530

Learning Network Content Management System- Microsoft Internet Explorer

Learning Network Content Management System

HomeSearch

Log Out

UserCurriculumTaxonomySearch/ExpireFiles

SEARCH534

BasicAdvanced542

Content Name:

Search Keyword:

Date Range:

☒ Last 30 days

☐ From:

6

 /

30

 /

2001

☐ To:

7

 /

30

 /

2001

Business unit

AllUSPC

Authors

AllANN M PISCETELLI
BRIDGET LYNCH
CAROLYN E LACH
Chris Gretton
CHRISTOPHER JAEGER
Christopher Holland

Results Preferences

Save Preferences

Restore Default

Results Per Page:

10

Quick Search

DoneLocal Internet

FIG.7A

532

Learning Network Content Management System- Microsoft Internet Explorer

Learning Network Content Management System

HomeSearch

Log Out

UsersCurriculumTaxonomySearch/ExpireFiles

Content Level

☒ All Levels

☐ Series

☐ Course

☐ Topic

☐ Concept Page

☐ Learning Object (All)

☐ Text

☐ Contributor

First Name:

Last Name:

☐ Quiz

☐ Link

☐ Tabs/Lists

☐ Special

☐ Include context objects

546

Select Curriculum Taxonomy:

None

Select Subject Area Below

544

FIG.7B-1

FIG.7B-2

FIG.7B-1

FIG.7B

☒ Select all subject area

548

Competency Level

☒ All

☐ Basic

☐ Intermediate

☐ Advanced

550

Delivery Type

☒ All

☐ Web-based

☐ CD-ROM

☐ Video-Tape

☐ Virtual

☐ Classroom

☐ Print

552

Instructional

☒ All

☐ Activity

☐ Assessment

☐ Lesson

☐ Resource

554

Source

☒ All

☐ Internal

☐ External

556

Region/Country

☒ All

☐ USA

☐ International

558

Advanced Search

Done

Local Internet

FIG.7B-2

562

Learning Network Content Management System- Microsoft Internet Explorer

Home

Search

Learning Network Content Management System

Users

Curriculum

Taxonomy

Search/Expire

Files

Log Out

SEARCH RESULTS

<< Return to Search

564

Results Returned: 1351

566

570

572

574

Results : 1-10

Next 10 Results >>

Name	Type	Business Unit	Author	Status	View Content	Comments	Open
"G. Ronald Smith"	Learning Object		GAYLE M WALDON	Development	<u>Preview</u>	None	<u>Open</u>
. . .	Topic		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
. . .	Concept Page		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>

576

FIG.7C-1

FIG.7C-2

FIG.7C

FIG.7C-1

...	-Tabs	Learning Object	Sharon Gargano	Development	Preview	None	Open
...	-Text	Learning Object	Sharon Gargano	Development	Preview	None	Open
////		Course	Sharon Gargano	Development	Preview	None	Open
401(k)	Plans- Text	Learning Object	Jim Vernon	Development	Preview	None	Open
401(k)	Plans- Text	Learning Object	Kevin Mills	Development	Preview	None	Open
403 (b)		Learning Object	HELEN N OBAZE	Development	Preview	None	Open
403 (b)		Concept Page	Dave Gardea	Development	Preview	None	Open
Results Returned: 1351		Results : 1-10		Next 10 Results >>			
Done						Local Internet	

FIG.7C-2

580

Images

Learning Objects

Bid Object

John Jones

Joe Jones

Files

PDFs

PDF File 1

PDF File 2

582


Select

Send Request

Upload File

Preview:

584



Alt Text:

Description:

Save

FIG.8

FIG. 9

Learning Network Content Management System- Web Page Dialog

Background Details: Course1

Course Name: Course1

Maintenance Date: 1/26/02 3:07:57 PM

Keywords:

Add Keywords

Collaborations: ☐ Threaded Discussion

▼ ☐ Placeware Course

▼ ☐ Course Evaluation

Course Display: ☐▼

Start Date: 1 ▼ / 1 ▼ / 2001 ▼

End Date: 1 ▼ / 1 ▼ / 2001 ▼

What's New/Series Description:

Cancel

Done

► Click here to view administrative information

600

602

604

606

608

620

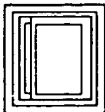
Learning Network Content Management System- Web Page Dialog

To begin creating a new course, you must select a Course Page Template. Click on the appropriate Course Page Template icon from the following list and click Done to make your selection. To reuse an already existing course, click Reuse


Name: Enter the Course Name

Course

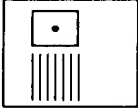
Course Page Templates



Select Template Later



Text Only



Text With Graphics

Select Template Later

624

(Click Done to Continue)

Template Description: Select Template Later

Reuse

Cancel

Done

FIG.10

622

630

Learning Network Content Management System- Web Page Dialog

Background Details: Topic1

632 Topic Title: Topic1

636 ☐ Make this a clickable topic.
(A Clickable Topic should be used when the topic will consist of only one concept page)

634 [Click here to view administrative information](#)

Cancel Done

FIG.11

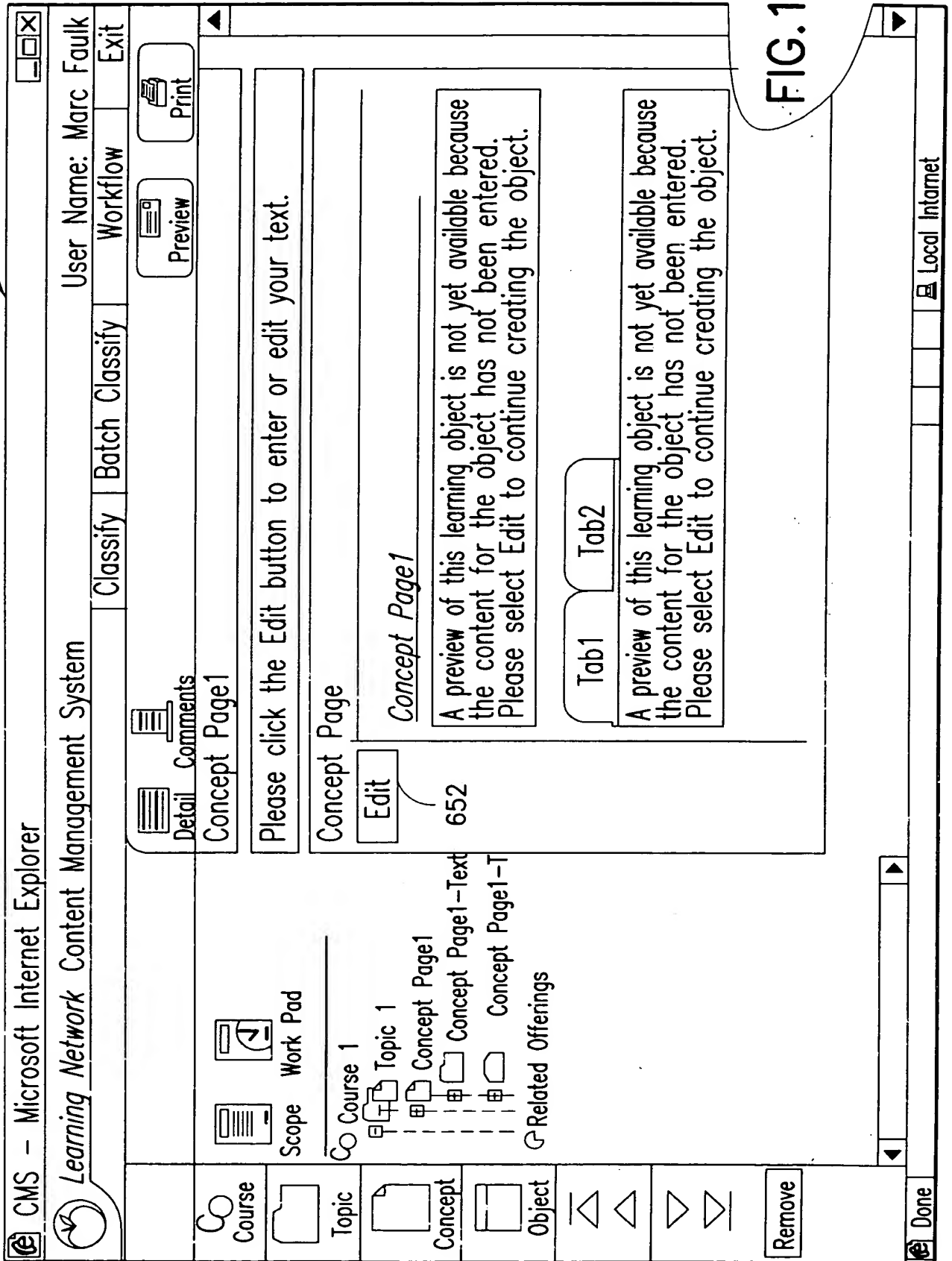


FIG. 12A

Learning Network Content Management System- Web Page Dialog

Background Details: Concept Page1

Concept Page Title: Concept Page1

☐ This is a Child Concept Page
☐ This is an invisible Child Page

Cancel

Done

▼ [Click here to view administrative information](#)

Owner:	FA	Business Unit:	USPC
Created By:	Marc Faulk	Created Date:	7/30/01 3:13:10 PM
Last Modified By:	Marc Faulk	Last Modified Date:	7/30/01 3:14:05 PM

FIG.12B

690

Learning Network Content Management System- Web Page Dialog

To create a new concept page, you must select a concept page template. Click on one of the concept page templates displayed below and click Done to make your selection. To reuse a concept page, click Reuse

Name: Enter the concept page name

Concept Page

Concept Page Templates

Select Template Later

Text

Text With Contributor

Contributor

Select Template Later

(Click Done to Continue)

Template Description: Select Style Later

Reuse


Cancel

Done

20/49

FIG.12C

692

 Special Object

Object Name

☐ This is a context object

Request Details

Fast Finder 716

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type

Keywords

717

718

FIG.13C

Learning Object Contributor Audio Edit— Web Page Dialog

Audio Entry

Audio Title:

Introduction Text:

Audio Title:

Transcript:

Audio Attachment:

Browse

Browse


Browse

Cancel Save

FIG.13

Learning Network Content Management System- Web Page Dialog

Contributor



Audio

Bio

Key Learning Points

Fast Finder

Object Name

Concept Page2-Contribu

☐

This is a context object

To select a contributor's bio from the data base, select Browse.

Bio information:

Browse

Cancel

Submit


726

FIG.13F

FIG.13G

Learning Network Content Management System- Web Page Dialog

Contributor



Audio

Key Learning Points


















Fast Finder

Object Name

Concept Page-Contributor


☐ This is a context object

Enter the key learning points for this contributor object in the field below.



Cancel

Submit

Contributor

Object Name

☐ This is a context object

Audio

Bio

Key Learning Points

Fast Finder 728

Select the Fast Finder type for this object from the list below and assign the appropriate keywords.

Fast Finder Type

Keywords

Assign Keywords


Cancel

Submit

729

730

FIG.13H



Link

Object Name

Concept Page2-Link

☐

This is a context object

Link Entry

Introduction

Fast Finder

Click Add a Link to enter information about the course or site you would like to link to.

732

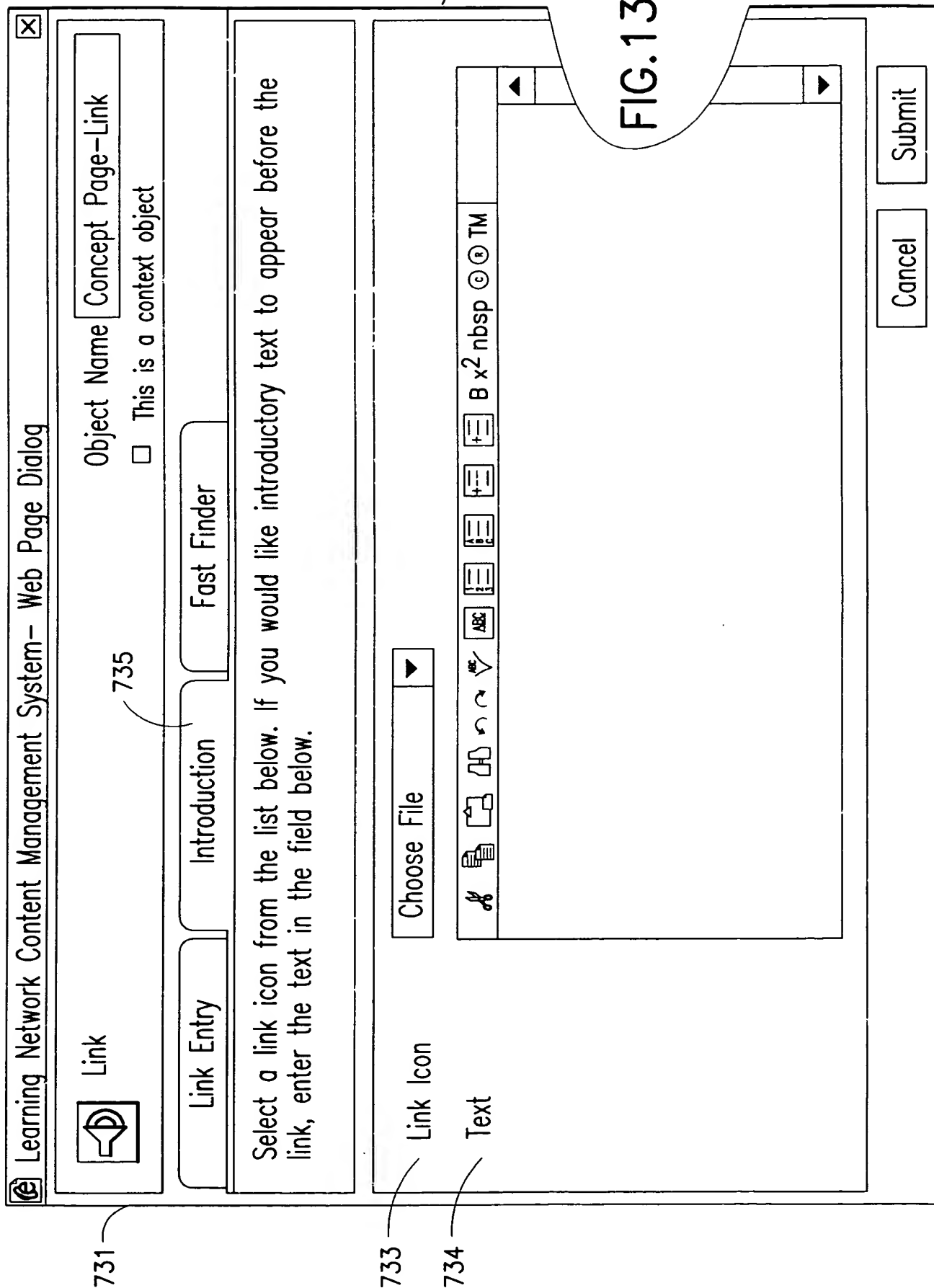
Add a Link


Cancel

Submit

FIG.13I

731



 Link

Object Name

☐ This is a context object

Link Entry

Introduction

Fast Finder 736

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type

Keywords

Assign Keywords

Cancel

Submit

FIG.13K

737

738

FIG. 13L

Learning Network Content Management System— Web Page Dialog

Quiz

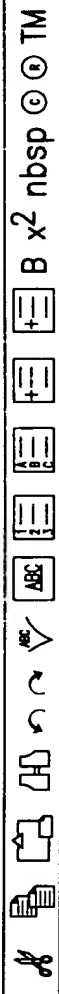
Object Name

☐ This is a context object

Introduction Questions Summary Fast Finder

If you would like to have introductory text appear before the quiz questions, enter the introduction in the field below.

Introduction



Cancel Submit

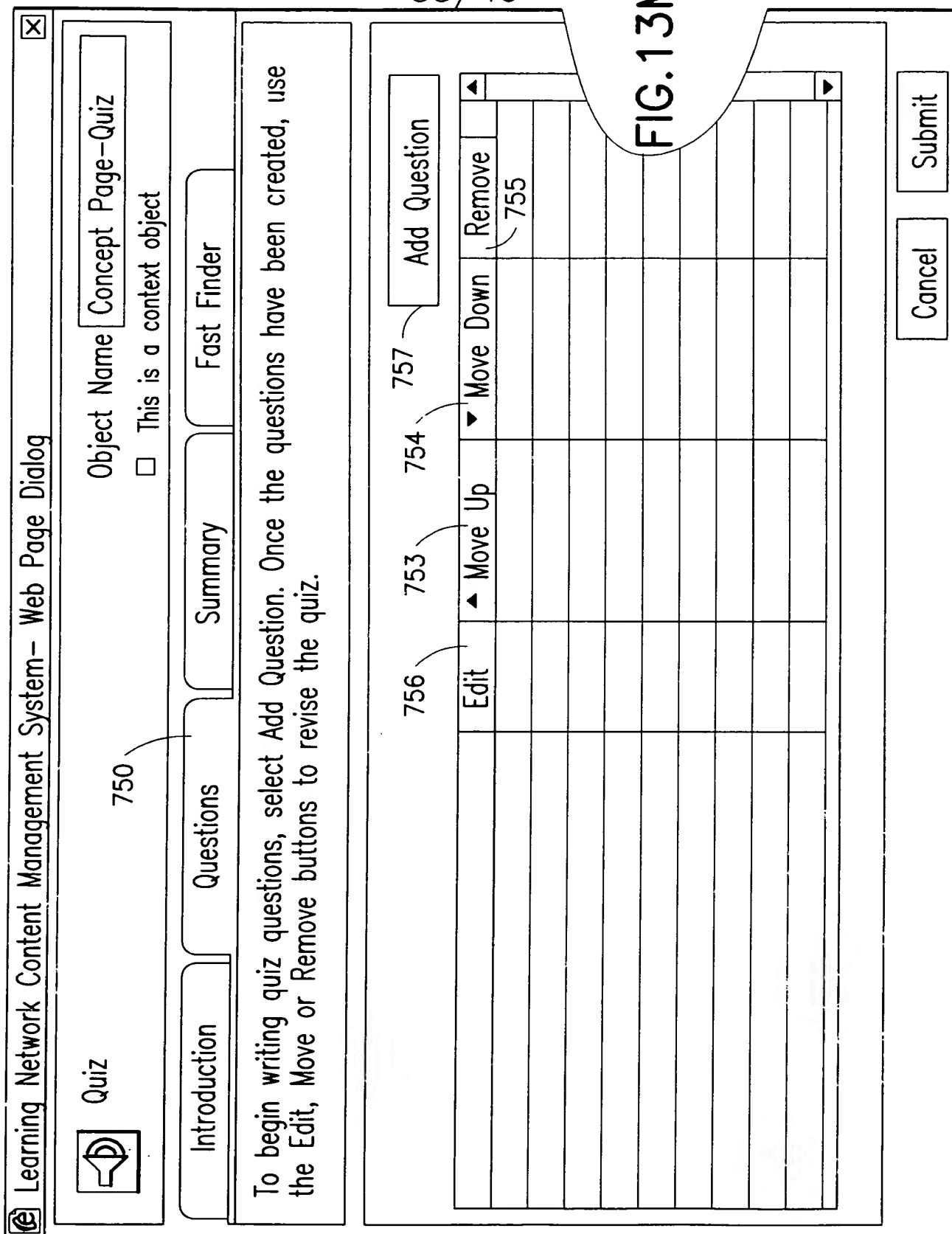



FIG. 13N

 Quiz

Object Name

Concept Page-Quiz

758

☐ This is a context object

Introduction

Questions

Summary

Fast Finder

If you would like summary text to appear after the quiz, enter the summary text in the field below.

Summary

Cancel

Submit

Learning Network Content Management System- Web Page Dialog

Quiz

Object Name

☐ This is a context object

Introduction

Questions

Summary

Fast Finder 760

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type

Keywords

Assign Keywords

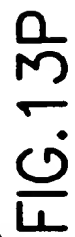
Cancel

Submit

FIG.130

761

762



Learning Object Question Edit - Web Page Dialog

Question Attachment Media

Question Type: True/False

Question:

☐ Correct Response

☒ True

Response 1:

Feedback 1:

☐ Correct Response


☒ False


Response 2:

Feedback 2:

Cancel Save FIG

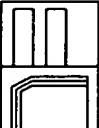
FIG. 13Q

Details

Comments


Concept Page – Tabs

Please click the Edit button to edit your tab/list




Tabs/Lists Object

Edit



Move Region









Tab1


Tab2

A preview of this learning object is not yet available because the content for the object has not been entered. Please select Edit to continue creating the object.

Name




Preview

Print

Local Intranet

FIG.13R

 Tabs/Lists

770

Object Name

☐ This is a context object

Template

Fast Finder

Select or Change Your Tab/List Template Format

772

Template


Tabs

▼

Cancel

Submit

FIG.13S

 Tabs/Lists

Object Name

☐ This is a context object

Template

Fast Finder 774

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type

Keywords

Assign Keywords

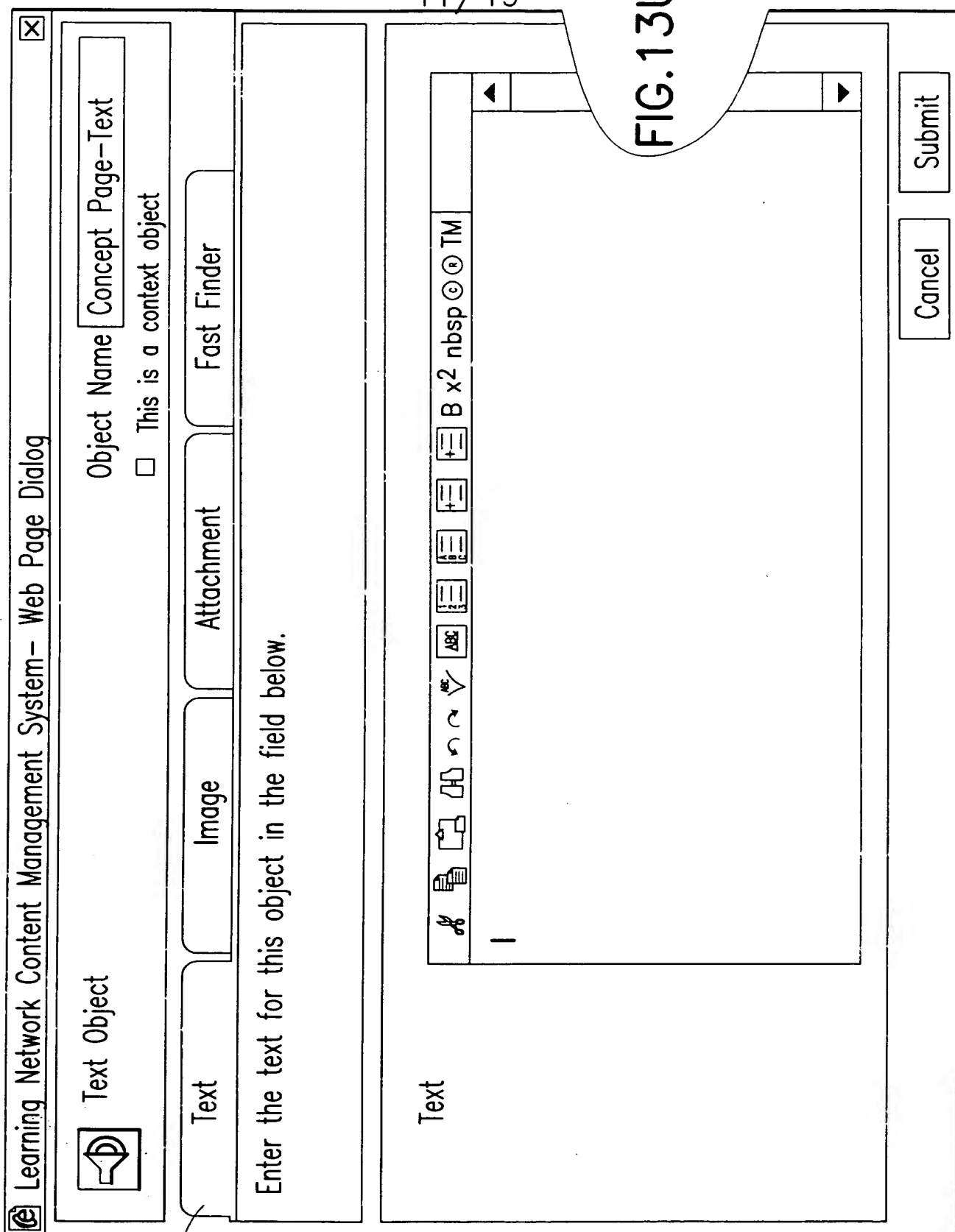
Cancel

Submit

776

778


FIG.13T



780

782

FIG.13V



Learning Network Content Management System- Web Page Dialog

Text Object

Object Name

☐ This is a context object

Text

Image

Attachment

Fast Finder

If you would like to add an image to this object, select Browse to locate an image.

Image


Orientation

784

786

792

820

 Learning Network Content Management System- Web Page Dialog

Workflow: Service Conversations

The screen below is used to submit content to the next step in the workflow process. Use the drop-down boxes in the column on the right to indicate whether you would like to Submit content for approval. If you select No Action, the component will maintain its current status.

Name	Type	Workflow	Last Action	Review
Service Conversations	Course	Development		No Action
Introduction to Service Standard	Topic	Development		No Action
Service Standard	Concept Page	Development		No Action
What is meant by Service Standard-Text	Learning Object	Development		No Action
Components of Service Standard	Concept Page	Development		No Action
Components of Service Standard-Text	Learning Object	Development		No Action

FIG. 14A

FIG. 14B

FIG. 14A

FIG. 14

Components of Service Standard-Tabs	Learning Object			No Action
Implementing Service Standards	Topic	Development		No Action
Guide to Service Standard Implementation	Concept Page	Development		No Action
Guide to Service Standard Implementation-Text	Learning Object	Development		No Action
Guide to Service Standard Implementation-Tabs	Learning Object			No Action
Service Conversations	Topic	Development		No Action
Conversations that add Value	Concept Page	Development		No Action

FIG.14B

870

Learning Network Content Management System- Microsoft Internet Explorer

Learning Network Content Management System

Home Search

Users Curriculum Taxonomy Search/Expire Files

Log Out

Taxonomy Maintenance

Category 872

Curriculum FA

Select Subject Area for FC Curriculum

Leadership and Personal Development

Add

Remove

Financial Planning

Portfolio Management

Products and Services

Managing Technology

Submit

874

FIG.15A

FIG.15B

FIG.15A

FIG.15

FIG.16

900

